




What is an auto attendant?

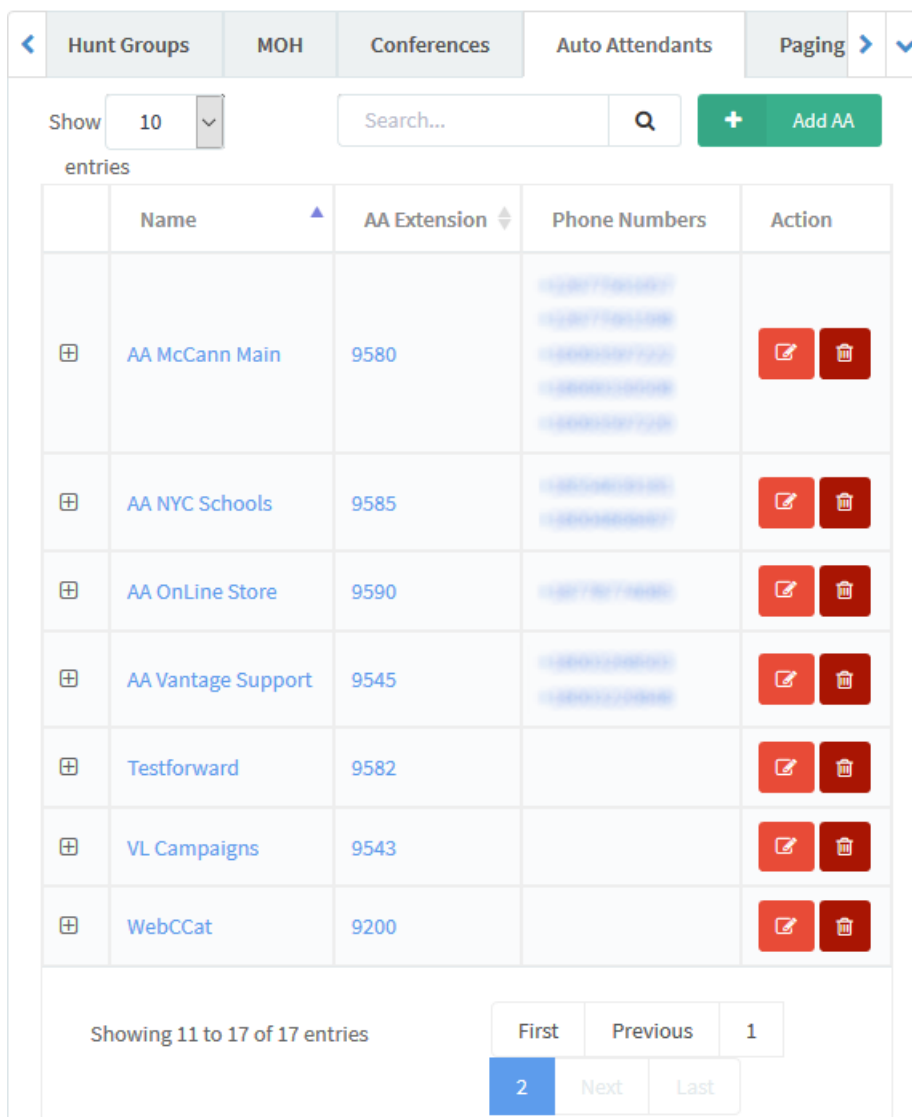
39 Fri, Feb 2, 2024 Account Administration

Question















What is an auto attendant?

Answer

Auto Attendants are used for dynamic call routing based on the caller's input. In most cases the main phone number will have a destination that points to an Auto Attendant. From the auto attendant tab you will be able to create an Auto Attendant using . Existing Auto-Attendants can be edited using  and .



The screenshot shows the 'Auto Attendants' tab in a management interface. At the top, there are navigation tabs for 'Hunt Groups', 'MOH', 'Conferences', 'Auto Attendants', and 'Paging'. Below the tabs, there is a search bar with 'Search...' and a magnifying glass icon, and a green '+ Add AA' button. A 'Show 10 entries' dropdown is also present. The main table has columns for 'Name', 'AA Extension', 'Phone Numbers', and 'Action'. The table lists several auto attendants, each with a plus icon in the first column and edit/delete icons in the last column. At the bottom, there is a pagination control showing 'Showing 11 to 17 of 17 entries' and buttons for 'First', 'Previous', '1', '2', 'Next', and 'Last'.

	Name	AA Extension	Phone Numbers	Action
+	AA McCann Main	9580	1-800-778-0007 1-800-778-0008 1-800-778-0009 1-800-778-0010	 
+	AA NYC Schools	9585	1-800-778-0009 1-800-778-0010	 
+	AA OnLine Store	9590	1-800-778-0009	 
+	AA Vantage Support	9545	1-800-778-0009 1-800-778-0010	 
+	Testforward	9582		 
+	VL Campaigns	9543		 
+	WebCCat	9200		 



Press this button to create a new Auto Attendant. This will take you to the **Create New Auto Attendant** page.

Name Name to be given of the new Auto Attendant.

Auto Attendant Extension The extension provided for the Auto-Attendant. The first one created will typically be 9500. Auto Attendants should always have an extension with 95XX.

Phone Numbers Displays the phone numbers that are pointing to the Auto Attendant.

Actions Buttons to  and  the auto attendant.  will take you to the **Update Auto Attendant** page to update the Auto Attendant Information.

Applies To

MAXvoice
Call Flow

Online URL: <https://help.maxcore.io/article-39.html>